



ace usa

HOW TO REPORT YOUR CLAIMS KEY CONTACT NUMBERS FOR EMERGENCY SERVICES

In the event of a claim, suit or loss under this policy, contact your agent or broker. To report your claim directly to ACE USA, please forward your loss notice as instructed below.

You must notify ACE USA within 90 days of an Accident or Loss. If notice cannot be given within that time, it must be given as soon as reasonably possible. This notice should identify You and the Policy Number.

ACE USA – U.S. International Claims
P.O. Box 25149
Lehigh Valley, PA 18002-5149

E-mail: USI-FirstNoticeofLoss@acegroup.com
(This e-mail address is for new claim reporting only.)

For emergency claim reporting or questions regarding your claim status please call:

Toll Free in the U.S. 1 (866) 809-0396
Fax: 1 (866) 635-5687

Outside U.S. call collect: (202) 659-7777
Toll Free Inside U.S. and Canada: (800) 766-8206

When reporting a loss, please be prepared to provide:

- Policy Holder Name
- Policy Number
- Description of loss
- Insured contact name and details (phone, e-mail, etc.)

24 Hour Emergency Response

Executive Assistance® Services

Emergency Medical, Personal, Travel Assistance, Emergency Political Evacuation and Concierge Services

Toll Free Inside U.S. and Canada: 1(800)766-8206

Toll Free Outside U.S. and Canada IDD + 800-0200-8888 (available from 40 countries)

Collect Calls Outside the U.S. and Canada :1 (202) 659-7777

Where Toll Free or Collect Calls are not available

Outside the U.S. and Canada: IDD 1 (202) 659-7777

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